

# Provider Update

A Publication of BreastCare

*You're the Reason*

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Thank you for supporting BreastCare with your efforts of providing clinical services and follow-up for Arkansas women in need. Without you, women would not have access to local services and many would not receive the health screenings necessary for early cancer detection. BreastCare truly appreciates your continued participation in the program. Please contact the program for any needed assistance.



## New for AHECs and CHCs

- Submit a Patient Data Referral Form (BCCCP-2) for all BreastCare clients including Plans A, B and C.
- Fax a copy of the Pap test report for BreastCare clients to 501-661-2264. There is no other method in place to obtain the Pap results.
- Send the name of the Cytology Laboratory you use for Pap tests to [dianne.crippen@arkansas.gov](mailto:dianne.crippen@arkansas.gov).

## Missed Exam Appointments

After the BreastCare phone center schedules a client for her exam, the PCP receives a confirmation letter from the phone center. When a client does not keep her appointment, write No Show or DNKA (did not keep appt.) on the confirmation letter and fax the letter to the phone center at 501-375-3062. If the client calls to reschedule, please

refer her to the phone center to make her appointment. If you did not receive a confirmation letter, write the client's name and appointment information on a blank piece of paper and fax to 501-375-3062. Because of limited federal funds, appointments kept and missed are tracked closely. This ensures that all budgeted program appointments are utilized and that the funds earmarked for testing are expended.

## Case Management Referrals

Refer BreastCare clients with abnormal mammogram and/or Pap test results to your regional Care Coordinator for case management services. All Pap results requiring colposcopy should be referred to assure that the client receives an appointment with a Breastcare provider for follow-up services. Follow-up is to be completed in 60 days, per CDC guidelines.

## Non-covered Services

Human papillomavirus (HPV) testing, Chlamydia, Gonorrhea, VDRL and urinalysis are **not** reimbursable services. CBC is covered only preoperatively and during chemotherapy. The provider may not provide these or any other non-covered services without full disclosure to the patient that the services **will not** be paid by BreastCare. The patient must be informed that she will be responsible for payment of non-covered services. Only BreastCare providers that

have signed a Public Health Service Agreement with the program may perform reimbursable services.

## Liquid-based Cytology

88175 and 88142 (thin prep) are covered by BreastCare.

## Reimbursement for Stereotactic Biopsy

76095 (stereotactic localization for breast biopsy, each lesion, radiological supervision and interpretation) is **not** reimbursable in the presence of a palpable breast mass.

## Coverage for Cancer Treatment

Breast and Cervical Cancer, 622.1 (CIN II) and 233.1 (CIN III/CIS) are covered diagnoses for Medicaid Category 07. Refer patients with any of these diagnoses to 1-877-670-2273 for eligibility determination.

## New Billing Enhancements Web Based Claims Entry and Notification of Rejected Claims

As of 07/01/05, BreastCare has added 10 new office/consultation procedures. Those codes, payable for the technical component *and* facility setting, are: 99201, 99202, 99204, 99205, 99211, 99212, 99214, 99215, 99244 and 99245.

All existing office and consultation codes (99203, 99213, 99241, 99242 and 99243) are payable for the facility setting as of 07/01/06.

New codes added and payable as of 01/01/06 are:

- Procedure code 99175 (computerized thin prep) for technical component
- Diagnosis code V103 to procedure 36589 (removal of tunneled CV catheter w/o port or pump)
- Diagnosis code V103 to procedure 36590 (removal of tunneled CV access device w/port or pump)

To access all the latest BreastCare information, go to [www.ARBreastCare.com](http://www.ARBreastCare.com) and click on the “Just for Provider” link. If you have questions, contact Dianne Crippen at 501-661-2636.

## Quality Management Committee

In May 2006, BreastCare created the Quality Management Committee (QMC) for the purpose of establishing quality of care indicators and standards appropriate for the BreastCare program with regards to breast and cervical cancer screening, diagnosis and treatment. The committee is comprised of professionals, including a radiologist, surgical breast oncologist, gynecologic oncologist, cytotechnologist, obstetrician/gynecologists, mammography facility inspector and representatives from various organizations such as the Arkansas Foundation for Medical Care, Community Health Centers of Arkansas, the Breast Cancer Control Advisory

## BreastCare Provider Satisfaction Survey

BreastCare is currently conducting its first comprehensive Provider Satisfaction Survey, an online and telephone survey which aims to assess satisfaction with program components and staff. The first of four phases was conducted among provider administrators, evaluating provider enrollment, billing, contract and provider representative services. Respondents included office managers, insurance and billing staff, accounts managers and several other office staff.

Overall, 60 percent of the 263 respondents said they are very satisfied with BreastCare and an additional 35 percent reported they are somewhat satisfied. Of administrators who had used the services of the EDS provider representative, 92 percent of respondents said they are satisfied

with the provider representative. Among the 153 respondents who had had contact with the EDS BreastCare's Billing Center, 88 percent are very satisfied with the center's services. Only 13 percent of respondents said they have experienced problems with the EDS PES billing software, and 86 percent of respondents said they are satisfied with the timeliness of claim reimbursements. Eight-six percent said that overall, they are satisfied with the contract process, while only 73 percent of respondents said they are satisfied with the terms of the annual renewal process.

The second phase of the survey, which targets mammography technologists, has been completed and a report is expected later this year. For more information, contact Lucy Im at 501-661-2889.

Board and the Arkansas Central Cancer Registry.

The QMC initiated breast cancer and cervical cancer workgroups, which are currently working to research breast and cervical cancer quality of care benchmarks and standards to recommend to the Breast Cancer Control Advisory Board. These efforts will help to assess the quality of care currently received by BreastCare patients, as well as serve as tools for future monitoring

and evaluation for improvement measures. The QMC expects to produce a quality indicators report in December 2006.

In addition, EDS has hired a Quality Assurance nurse as a resource to these workgroups and our providers to monitor and assist in evaluating BreastCare standards.

For more information, contact Lucy Im at 501-661-2889.

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### BreastCare Enrollment Center

1-877-670-CARE (2273)

  
*Say Yes to a Mammogram!*  
[www.ARBreastCare.com](http://www.ARBreastCare.com)